

Hoot-Con 2023 CARL Conversation: LIVE Edition Q&A

1. Can you explain OWLS's structure, so we know who works on what?

We think it's important to differentiate between OWLS and OWLSnet. OWLS is the Outagamie Waupaca Library System. NFLS is the Nicolet Federated Library System. OWLSnet is a consortium of libraries from both OWLS and NFLS. OWLSnet is a shared automation network that provides services to member libraries including the ILS, InfoSoup, training, technical support, a network library card program, WISCAT updating, e-mail service, antivirus and security software, and Internet access. OWLSnet is administered by OWLS, but all member libraries are represented at AAC when policies, procedures, and concerns are considered.

OWLSnet employees answer questions for member libraries from both OWLS and NFLS regarding OWLSnet services. Amanda is the OWLSnet Manager and administers the ILS, InfoSoup, and AAC. Molly is the Circulation Specialist and works for OWLSnet to answer questions about circulation and reports in CARL. Dave is the Network Manager and works for OWLSnet. He works on network set-up and questions for both systems. John and Debbie are catalogers for OWLSnet and work on cataloging requests for both systems.

OWLS also have staff that work on OWLS specific requests. Chad is the Marketing Coordinator for OWLS libraries, so he works on websites and designs for Summer Reading projects, etc. Julie is the Technology Coordinator for OWLS libraries. She mostly works with computers, scanners, printers, and other hardware. Joe is the Computer Technician and is shared between OWLS and NFLS and he works mostly with computers and other hardware. Kristin is the Consulting and Outreach Librarian, providing consulting services, managing the programming and continuing education grants, and liaising with state-wide committees and services such as OverDrive, inclusive services, and workforce development on behalf of the OWLS libraries. Melissa is the Administrative Assistant and Bradley is the Director of OWLS. Both of them do administrative duties for OWLS and OWLSnet.

2. Can items from the Fill List that were accidentally marked as 'Found' be retrieved? (CARL Connect)

If staff accidentally mark an item as "Found" from the Fill List, but the item wasn't actually found or in hand, then the automatic overnight process would kick in and change the item status to "Not on Shelf". Staff can then locate this item on the Wander List the following day. However, if the item is located before the overnight process happens, staff can just run the item through Returns to catch the hold just as if they found it in the first place.



3. When will we be able to check-in items through offline circ?

CARL does allow for items to be returned via offline circ. The choice to NOT use this function came from OWLS. When there are outages, items checked in via offline circ wouldn't know where to be sent. Example: Library A's item is returned at Library B with offline circ. The item has a hold on it to be sent to Library C. Because there is no connection to the ILS, it has no idea this item needs to go to Library C and the item will sit on your counter. So, yes, it CAN check items in, but we don't want them checked in due to the system not able to look at holds queues. Also, because it doesn't know who it is on hold for OR where it needs to go back to, it won't print a hold slip or in-transit slip.

4. How do you designate a 'pop-up' from a 'notification'?

For the session, a 'pop-up' is what Molly used in reference to Big Red Boxes or an error message of some sort. While a 'notification' was in reference to email notifications, or text notifications.

5. How long do items stay on the Wander List until they go to a Lost status? (CARL Connect)

Items marked as Not Found/Not on Shelf stay on the Wander List for 14 days, when they are then updated to a status of "Missing."

6. I want to make a new Wonderbook collection for local use only or 14-day checkout. How do I do that?

You would need to email OWLSnet Help and let them know what you want to do. We will ask which location and media code you plan or would like to use for the collection and how you see it circulating. Molly will then have a better idea of how to help. You can use the [Media Codes System Setup](#) document to see if any of the media code rules could work for you first. If not, then please email.

7. Will CARL-X go away and become CARL Connect only in the near future?

No. TLC will focus much of their development on Connect but they will not remove CARL-X anytime soon. CARL-X is their legacy product, but it will remain. IF it came a time when they felt they wanted to retire it, we would give staff enough notice of this.

8. We've had numerous patron emails bouncing but were working fine before. What changed? Patrons will report they get a "Hold Cancelled" email but not the email saying their item is ready for pick-up.

Have you checked the patron's Notice History in CARL-X? Start here and look through the notices, when they were sent. Look for any patterns. Did they accidentally mark an



email as SPAM? Have they checked their SPAM folder? If an email address becomes suppressed, then we at OWLS will need to un-suppress them.

Make sure to compare the email address and email status in both CARL-X and Connect so that it all matches.

9. Patron got a new device (phone) and installed Libby but the item they currently have checked out did not transfer over. Why?

Patrons should be able to access their downloads on a new device after logging in and copying their content from another device. This will send the patron a set-up code that they need to enter on the new device in the Libby app. You can find [these instructions](#) and other helpful tips on the [Libby Help page](#).

10. How do you check a patron's Notice History?

In CARL-X, log into the patron's account. Under the History tab (located in line with the Registration and Summary tabs), click on the Notice History tab (in line with the Fine History tab). Here, you can see when a notice was created, extracted and sent. You can see if it was print or email. If an email was "sent" then we can't do much on our end in terms of knowing if they received it in their inbox or not.

11. Is it possible to make it simpler for multicultural families to access the catalog?

BiblioCommons does offer additional languages for the catalog. However, this is an additional charge and something OWLS did not purchase at the time of implementation. It may be something we look more into in the future but as of now, patrons can have their browser translate the content for more navigational ease. It depends on the browser, but I know Google can translate. While in BiblioCommons, you can click on the "Help" in the top-right corner. This will open a new window with a drop-down asking which language you would like the help menu in. If you choose Spanish, I know another pop-up comes up asking if you'd like Google to always translate to Spanish. Depending on the language, you can test this out with patrons to see if this would help.

